

GENERAL MANAGER PROFILE: COUNTRY CLUB OF PEORIA PEORIA HEIGHTS, IL

THE GENERAL MANAGER OPPORTUNITY AT COUNTRY CLUB OF PEORIA

The Country Club of Peoria, in Peoria Heights, IL, seeks an exceptional individual to serve as the next General Manager. This pivotal role requires a consummate professional with a passion for excellence, exceptional communication skills, and an innate ability to inspire and lead. As the face of the club, the ideal candidate will cultivate a culture of warmth, professionalism, and unparalleled service, ensuring that every member interaction embodies the essence of hospitality.

A keen eye for detail is paramount, particularly in the realm of Food and Beverage, where the member experience is extremely important. The successful candidate will exhibit a level of gravitas that garners respect and trust from both the dedicated staff and discerning membership. Collaboration is key, as they will work closely with department heads to empower them in their roles while implementing effective accountability measures to drive results.

Innovation lies at the heart of the CCPs vision for the future. The Club seeks an individual who can seamlessly integrate technology to enhance efficiency and elevate the member experience. The new General Manager will spearhead these efforts, leveraging their experience to identify opportunities for improvement and implement cutting-edge solutions.

Financial stewardship is another cornerstone of this role. The General Manager will be entrusted with budgeting, financial goal-setting, and capital planning to ensure the club's long-term sustainability and growth. Moreover, they will be instrumental in introducing innovative programs, amenities, and services that keep the club at the forefront of excellence.

The successful candidate will have a proven track record of accomplishment in private clubs, hotels, or resorts, with a particular focus on food and beverage operations. This individual will embody a commitment to excellence, leading by example and inspiring the team to raise the bar in all aspects of club operations continually.

[Click here to view a brief video about this opportunity.](#)

ABOUT COUNTRY CLUB OF PEORIA

Established in 1897 with a mission "to encourage athletic exercises, recreation, and social enjoyment," the Country Club of Peoria surpasses its original goals daily. Dedicated to offering superior family and business-friendly environments, it provides exceptional social, dining, and athletic activities supported by outstanding service, staff, and facilities.

Located in Peoria Heights, Illinois, halfway between Chicago and St. Louis, and nestled along the Illinois River, the Peoria area offers big-city amenities with the flavor of small-town hospitality and is where an easily accessible metropolitan lifestyle meets stunning natural beauty. The area has over 60 square miles of parks and woodland preserves, including Forest Park Nature Center, along with 50 miles of biking and hiking trails along with unique options for shopping, dining, and adventure. Peoria is home to numerous festivals, national and international sporting events, exceptional golf courses, and world-class art and culture.

From its humble beginnings as a club with a nine-hole golf course, and home to the area's oldest golf course, designed by F.M. Birks in the early part of the 20th century, it has evolved into a sprawling campus offering an 18-hole golf course. Redesigned in 2007 by Michael Benkusky, members and guests enjoy challenging play on the area's most beautiful course. The Club annually hosts the Maui Jim Invitational featuring appearances from PGA Champions Tour players and the Grandview Invitational, one of the oldest golf events held in Central Illinois, with players participating from across the United States. The Illinois PGA Club Pro Championship, Men's and Women's State Amateur Finals, and the 1934 Western Open have also been played at the course.

Members and guests also enjoy tennis with six hard-court and two lighted har-tru courts, pickleball, swimming, and state-of-the-art fitness equipment including, Elliptical machines, Treadmills, Free weights, and more.

Country Club of Peoria (CCP) offers many dining venues, including the Grandview Room, the Grill Room, the Terrace, and the Court Lounge. There are multiple private dining rooms available for parties and other special events. They include the Governor's Room, Formal Dining Room, North Card Room, Lakeside Room, Library, and the Living Room.

An active social calendar makes it easy to engage with friends, family, and other members of the CCP community.

COUNTRY CLUB OF PEORIA BY THE NUMBERS

- At present, there are approximately 449 members in all categories
- \$5,000 Initiation fee
- Regular Member - \$8,580 Annual dues; Annual Capital Dues \$1,260; Annual F&B Minimum \$1,975
- Approximately \$6.0M gross revenues in operations
- Approximately \$2.8M F&B volume (53% ala carte/47% catering)
- Approximately 66 Full-time Employees and Approximately 103 seasonal
- Approximately 11,500 rounds of golf are played annually
- Club accounting and POS system is Jonas
- CCP is a 501(c)(7), not-for-profit, tax-exempt corporation
- There are 13 Board Members with three-year terms
- Standing committees: Membership, Golf & Grounds, Finance, Executive, Long-Term Strategic Planning, Bylaws and Governance, and Athletic
- Average age of members is 58 years of age

COUNTRY CLUB OF PEORIA WEB SITE: www.ccofpeoria.org

GENERAL MANAGER – POSITION OVERVIEW

The General Manager (GM) serves in the capacity of Chief Operating Officer of the Country Club of Peoria and implements the policies established by the Board of Directors, and bylaws. The incumbent develops operational policies and is responsible for the creation and implementation of standard operating procedures for all areas. This includes the preparation of the annual operating and capital budgets and, after Board approval, the management and control of the operations to attain the desired results. The General Manager coordinates all management functions and works in concert with committee chairs to assist them in the development of proposed policies, programs, events, etc. In general, the incumbent consults with the Board on all matters of significance or potential significance. As Chief Operating Officer, the General Manager is responsible for the promotion of the Club and the dissemination of hospitality, friendliness, and goodwill among members and guests. His/her goal is always to help members and their guests enjoy the facilities and programs of their Club.

In addition to coordinating and supervising all of the management and administrative functions of CCP, the GM will oversee the preparation of annual operating and capital budgets, supporting the strategic and tactical initiatives and expectations that he/she has established with the Board. The GM will be the primary Club representative to ensure that significant capital/asset/lease improvements are well conceived, thoroughly planned, and executed and that the status of such projects is consistently communicated to appropriate constituencies within the Club.

The GM is the primary coordinator, through his/her team of management professionals, of budgeting, hiring, training, orientation, and supervision of associates. He/she will therefore be using and applying relevant and necessary marketing techniques to drive member usage of operations along; assuring member and guest needs and desires are consistently met and often exceeded. Club member and guest satisfaction and enjoyment of the programming and service experience at CCP are the primary “drivers” of its overall success.

The GM, as a strong, highly visible, and respectful presence with the membership, must be an exceptional communicator, have adroit personal interactive skills, and have the maturity to know how to make members and guests instinctively feel that they are consistently treated graciously. Further, he/she must be able to communicate these expectations to staff with diverse backgrounds and get them to understand and execute those expectations.

The GM is the key influence to ensure that members are engaged from a programming, activities, servicing, and experience perspective. Members are exceptionally social and active, and the GM must be intuitively engaged and in tune with this very member-centric, fiscally responsible environment.

Major Duties and Responsibilities:

Member Services

- Knows the members, their families, and their desires.
- Provides quality leadership and a positive upbeat image for the Club and its amenities. Leads with the dictate to provide members with premier service in casual and fine dining, recreational excellence, quality products, and an exciting calendar of club events. Maintains detailed records of events.
- Plans his/her work schedule to be personally visible and readily accessible to members and their guests.
- Oversees a top-rated food and beverage operation, with appealing menus, properly priced, and featuring exemplary service. Develops and executes a highly regarded party and banquet business.
- Oversees a top-flight golf operation including golf course conditions, facilities, and programs for all levels of players' skills.
- Addresses and resolves member complaints and suggestions, in such areas as general service, athletic programs, employee attitude, maintenance, and cosmetic appearance of the facility.
- Furthers his/her own continued development as a club management professional by participation in appropriate Club Managers Association of America (CMAA) seminars and conferences, and others as approved, thereby enhancing his/her value and quality of services to the membership.

Employee Relations

- Coordinates all department head compensation, benefits, performance, disciplinary, and other significant personnel actions.
- Interviews and appraises all applicants for key positions and exercises final approval authority over all the clubs hiring.
- Initiates employment programs and recruitment efforts that result in the club being viewed as a sought-after place to work, especially for wait staff and entry-level employees.
- Interacts with department managers on the appraisal, discipline, and/or discharge, of any employee.
- Provides for the training and further development of all department heads and other personnel. Creates an environment of true team spirit among the staff.
- Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

Financial Management

- Prepares annual operating and capital budgets and, after Board approval, manages and controls the operations to attain the desired results.
- Provides input to all department heads, professional staff, and key personnel, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines.
- Installs controls and cost-effective procedures related to employee payroll, purchases, inventories, and supplies.

- Responsible for approval of contracts, all accounts payable, and all labor cost payouts and maintains them within the constraints of the budgets and through close coordination with the Board of Directors.
- Maintains an up-to-date management information system that can be counted on for timely and accurate information for all parts of the club.

Communications

- Develops ongoing dialogue and rapport with club members through recognition, communication, and the club's newsletter, and ensures satisfactory communications between the club members and employees.
- Coordinates a program for the orientation of new members, Board members, and staff.

CANDIDATE QUALIFICATIONS

- A minimum of 4-7 years of progressive leadership/management experience, preferably in a GM role in a golf and family-centric, private member-owned country club with multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar hospitality operation.
- True 'rising stars' from the club industry who have been verifiably well-mentored or those hospitality industry managers who come from top-quality environments and who possess outstanding relationship skills will also be considered.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, or PGA are encouraged but not required.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. James Hefti, President, and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career, and why CCP and the Peoria Heights area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Friday, April 19, 2024. Candidate selections will occur in late April with the first Interviews expected in early May 2024 and the second interviews a short time later. The new candidate should assume his/her role on August 1, 2024.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – CC Peoria"

(These documents should be in Word or PDF format)

Note: Once you complete the application process, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

Lead Search Executive:

Michael Smith, CCM, CCE, ECM
Search & Consulting Executive, KOPPLIN KUEBLER & WALLACE
585-794-6150 – Rochester, NY
michael@kkandw.com